

**This Page is Inserted by IFW Indexing and Scanning
Operations and is not part of the Official Record**

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- ☐ **BLACK BORDERS**
- ☐ **IMAGE CUT OFF AT TOP, BOTTOM OR SIDES**
- ☐ **FADED TEXT OR DRAWING**
- ☐ **BLURRED OR ILLEGIBLE TEXT OR DRAWING**
- ☐ **SKEWED/SLANTED IMAGES**
- ☐ **COLOR OR BLACK AND WHITE PHOTOGRAPHS**
- ☐ **GRAY SCALE DOCUMENTS**
- ☐ **LINES OR MARKS ON ORIGINAL DOCUMENT**
- ☒ **REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY**
- ☐ **OTHER:** _____

IMAGES ARE BEST AVAILABLE COPY.

As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.

FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00102		Serial No.: 10/632,649	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)				Applicants: Carl Schoeneberger et al.			
(37 CFR § 1.98(b))				Filing Date: July 31, 2003		Group Art Unit: 2642 <i>2663</i>	

U.S. PATENT DOCUMENTS							
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
<i>MS</i>	AA	5,282,243	Dabbaghi et al.	379	201	11/06/92	
<i>MS</i>	AB	6,188,673 B1	Bauer et al.	370	252	09/02/97	
<i>MS</i>	AC	6,639,982 B1	Stuart et al.	379	266.03	08/10/00	
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	
	BB	
	BC	


Examiner: <i>[Signature]</i>	Date Considered: <i>8/6/04</i>
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00102	Serial No.: 10/632,649	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)				Applicants: Carl Schoeneberger et al.		
(37 CFR § 1.98(b))				Filing Date: July 31, 2003	Group Art Unit: 2642 2663	

U.S. PATENT DOCUMENTS							
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
MS	AA	5,390,295	Bates et al.	395	157	12/20/91	
MS	AB	5,491,795	Beaudet et al.	395	159	05/02/94	
MS	AC	6,046,741	Hochmuth	345	348	11/21/97	
MS	AD	6,225,998 B1	Okita et al.	345	356	12/02/97	
MS	AE	6,266,058 B1	Meyer	345	339	09/08/98	
MS	AF	6,590,596 B1	Rector	345	810	05/21/99	
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS							
	Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
						Yes	No
	AP						
	AQ						
	AR						
	AS						
	AT						

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)	
	AU
	AV
	AW
	AX
	AY
	AZ
	BA
	BB
	BC

Examiner: 	Date Considered: 8/6/04
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1549
(Modified)INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

(37 CFR § 1.98(b))

U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00102

Serial No.: 10/632,649

Applicants: Carl Schoeneberger et al.

Filing Date: 07/31/03

Group Art Unit: 26422663

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
SAUC w/ 3/12/04	AA	6,219,648 B1	04/17/01	Jones et al.	703	8	03/31/98
	AB	6,188,761 B1	02/13/01	Dickerman et al.	379	265	10/22/97
	AC	2003/0193733 A1	10/16/03	Homuth	703	1	04/10/02
	AD	2003/0018702 A1	01/23/03	Broughton et al.	709	202	01/30/01
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

William J. [Signature]

Date Considered:

8/6/04

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449
(Modified)U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00102

Serial No.: 10/632,649

INFORMATION ON DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: 07/31/03

Group Art Unit: 2642 2463

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
MS	AA	5,613,068	03/18/97	Gregg et al.	395	200.13	06/17/94
MS	AB	6,201,804 B1	03/13/01	Kikinis	370	352	03/09/98
MS	AC	6,212,565 B1	04/03/01	Gupta	709	229	08/26/98
MS	AD	6,377,568 B1	04/23/02	Kelly	370	352	11/19/97
MS	AE	6,434,143 B1	08/13/02	Donovan	370	356	11/08/99
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449
(Modified)U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00102

Serial No.: 10/632,649

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: 07/31/03

Group Art Unit: 2642 2463

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
MS	AA	6,219,648 B1	04/17/01	Jones et al.	705	8	03/31/98
MS	AB	6,188,761 B1	02/13/01	Dickerman et al.	379	265	10/22/97
MS	AC	2003/0195753 A1	10/16/03	Homuth	705	1	04/10/02
MS	AD	2003/0018702 A1	01/23/03	Broughton et al.	709	202	01/30/01
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

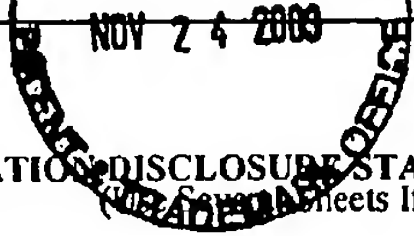
	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER:


Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

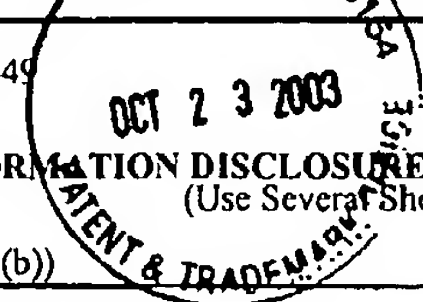
FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00102		Serial No.: 10/632,649	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (37 CFR § 1.98(b))						Applicant: Carl Schoeneberger et al.			
						Filing Date: 7/31/03		Group Art Unit: 2463	

U.S. PATENT DOCUMENTS							
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date	
MS	AA	5,848,143	Andrews et al.	379	219	03/04/96	
MS	AB	5,903,642	Schwartz et al.	379	309	09/24/97	
MS	AC	6,049,603	Schwartz et al.	379	309	02/02/99	
MS	AD	6,094,479	Lindeberg et al.	379	220	05/06/97	
MS	AE	6,122,364	Petrunka et al.	379	265	12/02/97	
MS	AF	6,542,475 B1	Bala et al.	370	271	08/09/99	
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	
	BB	
	BC	

Examiner: 	Date Considered: 8/6/04
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: NUASI-00102		Serial No.: 10/632,649		
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicant: Carl Schoeneberger et al.				
(37 CFR § 1.98(b))						Filing Date: July 31, 2003		Group Art Unit: 2663		
U.S. PATENT DOCUMENTS										
Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date				
MS	AA	6,046,762	04/04/00	Sonesh et al.	348	16	03/01/97			
	AB									
	AC									
	AD									
	AE									
	AF									
	AG									
	AH									
	AI									
	AJ									
	AK									
	AL									
	AM									
	AN									
	AO									
FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS										
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation			
							Yes	No		
	AP									
	AQ									
	AR									
	AS									
	AT									
OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)										
MS	AU	"Declaration of Michael P. Dimitroff", 3 pages								
MS	AV	Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31								
MS	AW	M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14 , August 2, 2001, pp. 1 of 9								
MS	AX	CosmoCom, "CosmoCall Universe™ Technology Overview", http://www.cosmocom.com/Productinfo/techover.htm , August 2, 2001, pp. 1 of 3								
MS	AY	"Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect Communication Corporation, 12 pp.								
	AZ									
	BA									
	BB									
	BC									
Examiner: <i>MS</i>					Date Considered: 8/6/04					
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.										

FORM PTO-1449
(Modified)

SEP 29 2003

U.S. Department of Commerce
Patent and Trademark Office

Attorney Docket No.: NUASI-00102

Serial No.: 10/632,649

INFORMATION DISCLOSURE STATEMENT BY APPLICANT
(Use Several Sheets If Necessary)

(37 CFR § 1.98(b))

Applicant: Carl Schoeneberger et al.

Filing Date: July 31, 2003

Group Art Unit: 2663

U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
18	AK	EP 1 016 998 A2	05/07/00	EP	G06F	17/60		X
18	AL	WO 99/65214	12/16/99	PCT	H04M	3/46		X
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	
	BA	
	BC	
	BD	
	BE	
	BF	

Examiner:

Date Considered:

EXAMINER:

Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.